



M E M O R A N D U M

To: Mr. James Diaz
Cluster Manager 1266

Date: June 18, 2008

File No.: 74:4114:rg: Fresno West

From: Ernesto Magaña, Chief, MIC 74
Employment Development Department

Subject: **MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW
PROGRAM YEAR 2007-2008
FRESNO WEST JOB SERVICE SITE FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the California Monitor Advocate Office's (MAO) results of the Migrant and Seasonal Farmworkers (MSFW) on-site annual review of the Fresno West Job Service (JS) site. Mrs. Rebeca Guerra, Associate Monitor Advocate, conducted this annual review from May 12, 2008 through May 13, 2008. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFW.

The MAO conducted this annual on-site review under the authority of all related Federal Regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and Employment Development Department (EDD) JS policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of services provided by the EDD to MSFW.

We collected information for this report by examining the Fresno West JS site's provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and JS complaint system. Additionally, we interviewed Fresno West JS site's management and staff.

Results: There were no findings associated with this annual on-site review.

However, during the ride along with the outreach worker, we observed several conditions that, if not properly addressed, may become findings in the future. We are sharing these observations with local Fresno West EDD JS management to ensure that proper corrective measures are implementing to avoid future findings.

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Observations:

We observed that the outreach worker:

- Did not carry EDD identification card while conducting outreach activities
- Did not issue Outreach Packets when making contacts with MSFW
- Failed to process apparent violation or to inform MSFW of EDD JS complaint system when MSFW brought up labor law-related issue
- Did not make contact with MSFW because of assumption that MSFW did not speak English or Spanish
- Logged 14 contacts when, in fact, the logged contacts did not have all elements required by program to constitute a contact

Response:

Fresno West EDD JS site manager assured MAO staff that one-on-one outreach training would be provided to all cluster outreach staff to properly avoid the conditions included in the observations. In addition, local Fresno West EDD JS site manager will continue monitoring outreach practices, logs, and reports to ensure local outreach program is in compliance.

The MAO considers that the local management response appropriately addressed the MAO staff observations. Therefore, we consider these observations resolved.

Since the Fresno West JS FO Manager appropriately addressed the observations regarding the outreach activities during the review, we are releasing this report as final report.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Mrs. Rebeca Guerra at (916) 651-9461.

Sincerely,



ERNESTO MAGANA, Chief
Monitor Advocate Office

cc: Geneva Robinson, Division Chief
Ray Vargas, Regional Manager
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